



**OFFICE OF THE COMMISSIONER OF CUSTOMS
'CUSTOM HOUSE', NAVRANGPURA, AHMEDABAD - 380 009**

Phone No. (079) 27545741

Fax No. (079) 27541542

F. No. I/22-01/2014-ADM.

Date:- 17.04.2014

TENDER NOTICE

Sealed tenders are invited from reputed registered firms for engagement of unskilled workers for Headquarter Offices situated at Custom House building, Near All India radio, Navrangpura, Mrudul tower building, Ashram Road and SVPI Airport, Ahmedabad. The Tender should be submitted in sealed covers **on or before 29.04.2014 up to 1600 hrs** addressed to “The Additional Commissioner (P&V)”, Office of the Commissioner of Customs, Ahmedabad. Custom House Near Akashwani, Navrangpura, Ahmedabad-380009.

2. Details regarding general terms and conditions, pre-qualification requirement for award of contract, proforma for quoting rates can be obtained from Administrative Officer (Adm), Office of the Commissioner of Customs, Ahmedabad during office hours on any working days. Details can also be accessed on departmental website www.ahmedabadcustoms.gov.in and CBEC website www.cbec.gov.in. While submitting the quotations, bidders must submit the proforma duly filled in and signed for having accepted the general terms and conditions (Annexure-I), special terms and conditions (Annexure-II) and pre-qualification (Annexure-III) in one envelope and financial bid (Annexure-IV) in another envelope. Both the sealed envelopes be placed in another sealed cover superscribing it **“Quotations/rates for Housekeeping services/ supply of unskilled workers (Labour) on contract basis”**.

3. The service Provider/Contractor should give their rates on per square feet per day basis as per the space available with this office as mentioned in Annexure V.

4. The Service providers may inspect the aforesaid building on any working day, with prior permission from Administrative Officer (ADM) Customs, Ahmedabad before furnishing their offers.

5. Contractors who do not fulfill the pre-qualification requirement will not be considered. Financial bids of only those contractors / Agencies, who fulfill the terms and conditions, will be opened. This office reserves the right to accept or reject any or all the quotations without assigning any reason whatsoever.

(H. S. Narang)
Additional Commissioner (P&V)

ANNEXURE-I

GENERAL TERMS AND CONDITIONS

1. Rates/Quotations duly filled in, will be received up to the stipulated date and time (**i.e 29.04.2014 upto 1600 hrs**).
2. The office of Commissioner of Customs, Ahmedabad reserves the right to postpone/extend the date of receipt/opening of rates/quotation or to withdraw the same without assigning any reasons thereof.
3. The service provider is required to submit the complete Rates/Quotations only after satisfying each and every condition laid down in the Annexure enclosed.
4. The bidder shall quote their rates on "Rate per square foot per day" (in both words and figures) which should include deduction towards PF and ESI etc.
5. The contract will be awarded for one year from the date of entering the contract.
6. The rates/quotations should be submitted and signed by the firm with its current business address and contact number.
7. The rates will be valid for one year from the date of entering the contract.
8. The successful bidder should furnish performance security of the value of 5% of contract value in the form of an Account Payee Demand Draft, Fixed Deposit receipt from a Commercial Bank.
9. The personnel deployed should be well experienced and trained adequately and should be of sound health. They should be well behaved and well mannered.
10. The personnel should attend to work punctually and complete the cleaning work of the entire office premises before 9.00 am daily. The personnel will perform all the duties assigned to the contractor and as specified from the department from time to time.
11. The personnel will report to the officer in charge assigned by the department i.e. caretaker/PRO. If a particular worker is absent on any day, another person should be deployed in his place. For any absence and non-engagement, no wages shall be paid.
12. The contractor should pay to their personnel a minimum wage at the prevailing rate as fixed under Minimum Wages Act, prescribed by the State Government. Any breach of these conditions will be liable for termination of the contract and the same would be dealt accordingly.
13. The contractor is responsible for payment of monthly salary including leave salary, bonus, gratuity etc. to the personnel as applicable to them.
14. The contractor should ensure that there is no scope for any grievance from the personnel on delayed payment of wages.
15. Mode of payment will be monthly and payment to the house keeping contractor will be through account payee cheques or any other mean only. Tax shall be deducted at source as per the prevailing Income Tax Act from the monthly bills.

16. Any liability such as Service Tax, EPF, ESI etc shall be borne by the service provider and shall be deposited by the service provider with respective authorities and consequential benefit shall be given to the employees under contract during the contract period.

17. The contractor shall indemnify and shall keep this office indemnified against acts of omission or negligence, dishonesty or misconduct of the men / women engaged for the work and this office shall not be liable to pay any damages or compensation to such persons or to third party. All damages caused by the Housekeeping personnel shall be charged to the contractor and recovered from its dues/bills.

18. Contractor shall be fully responsible for theft, burglary, fire or any mischievous deed by his staff. Any loss due to any of above reasons shall be compensated by him in full.

19. This office shall not entertain any claim arising out of mishap, if any that may take place while discharging the duties by the labor provided by the Contractor.

20. No other personnel except service providers authorized representative shall be allowed to enter the office premises. The personnel of Contract should carry with themselves proper ID Card issued by the contractor/representative of the contractor.

21. The House keeping contractor shall strictly comply with the terms and conditions of the agreement which will be executed with the successful contractor. Failure by the contractor to comply with such statutory requirements and/or the terms of the agreement during the period of agreement of deficiency in services shall result in termination of the contract.

22. Notwithstanding anything contained herein, the office of the Commissioner of Customs, Ahmedabad reserves the rights to terminate the contract by giving 30 days notice in writing without assigning any reason and without incurring any financial liability whatsoever to the contractor.

23. All consumables and material required for the purpose such as broom, Soap oil, Sticks and other cleaning material phenyl will be provided by the Department.

24. Additional Terms and Conditions

(i) For the purpose of housekeeping the office shall be functional on 6 days in a week excluding Sundays and Closed Holidays.

(ii) The prime object of housekeeping services is to maintain the entire premises in neat and tidy condition and to be kept hygienic at all times.

(iii) Sweeping, wet mopping of all the office area including the staircase is to be done on a daily basis.

(iv) Furniture like tables, chairs, visitors chairs, sofas and almirahs and all electronic gadgets like computers, telephones, fax machines, photocopier machines etc have to be maintained dust free and dusting has to be carried out on a daily basis.

(v) All the sweeping, garbage and waste should be collected and disposed off in the nearest garbage collection center.

(vi) The work of cleaning of the office should be completed before 9.00 AM daily.

(vii) On a weekly basis, every Saturday non routine work like removal of cobwebs in corridors, rooms chambers, and lavatories must be carried out. Rigorous cleaning of window panes, ventilators etc should be also done on Saturday.

(viii) Shifting of furniture and other equipments, files, photocopying and movement of tapal should also be carried out, if required.

(ix) Mats, Carpets, artificial and natural plants hold be attended to on a daily basis.

(x) Care should be exercised while cleaning electronic gadgets.

(xi) Any other work assigned by the administration/authority concerned.

25. It is made clear that the engagement of the service provider does not in any way confer any right to the service provider that may be deployed by him in this office for claiming any regular or part time employment in this office or any other Government offices.

26. ARBITRATION

(i) In the event of any question, dispute/difference arising under this agreement or in connection with (Except as to matters the decision of which specially provided under this agreement) the same shall be referred to the sole arbitrator as approved by the Commissioner of Customs, Ahmedabad.

(ii) The award of the arbitrator shall be final and binding on the parties. In the event of such arbitrator to whom the matter is originally referred is being transferred or vacating his office or resigning or refusing to work or neglecting his work or unable to act for any reason, whatsoever, the Commissioner of Customs, Ahmedabad shall appoint another person to act as Arbitrator in place of the outgoing Arbitrator in accordance with the terms of this agreement and the person so appointed shall be entitled to proceed with the reference from stage at which it was left by the predecessor.

(iii) The expression Commissioner of Customs shall mean and include an acting/ officiating Commissioner of Customs, Ahmedabad.

(iv) The arbitrator may from time to time, with the consent of all parties enlarge the time for making (a publishing) the award.

(v) The arbitrator may give interim awards and / or directions, as may be required.

We agree to the above terms and conditions.

Signature and Name with Date _____

Name of the Firm _____

Seal _____

ANNEXURE-II

SPECIAL TERMS AND CONDITIONS FOR HOUSE KEEPING

A. SCOPE OF WORK

- 1 The prime object of housekeeping services is to maintain the entire premises in a tip top condition. The premises are to be maintained from hygienic point of view.
- 2 The broad details of work covered under the scope are enumerated as follow:
 - a. Cleaning, sweeping and wiping of floors.
 - b. Thorough cleaning of toilets/urinals using required detergents, by putting naphthalene balls in all the urinals and air purifiers in the toilets.
 - c. Shifting of furniture and other items/stores from one place to another as required by the administration.
 - d. any other work assigned by the controlling officer.

B. JOBS TO BE CARRIED OUT DAILY

1. Cleaning of toilets, windows, wash basin & other fittings and water Coolers, removing of all dust, unwanted materials, cleaning to be done with phenyl/lyzol twice a day.
2. Cleaning of corridors, staircase and common area once with disinfectant in the morning and with plain water in the afternoon.
3. Removing dust from floors, windows, doors, books, journals, furniture like tables, chairs, Visitor's chairs, sofas, almirahs, etc., fixtures, telephone, cupboard, air conditioners and other equipments, all electronic gadgets like computers, telephones, fax machines, photocopier machines etc., filling cabinets, glass panes; collecting waste paper, unwanted material and its disposal at indicated locations.
4. Cleaning of rooms by mopping floor with cloth soaked in water and disinfectant of ISI mark.

C. JOBS TO BE CARRIED OUT WEEKLY

1. Washing of floors with surf/vim/soap and water or any other cleaning operation.
2. If the labour is required on Sunday/Gazetted holiday, no extra charge will be paid to the Contractor on account of this

D. MISCELLANEOUS CONDITIONS

1. Sweeping, cleaning dusting etc. shall be completed before 9.00 AM every day.
2. The contractor shall refill the sanitary cubes, cakes, odonil, air purifier, naphthalene balls, chemicals, disinfectants, detergents, liquid soap, acid etc. from time to time and as and when required.

3. Manpower required for execution of the entire work including transport shall be arranged by the contractor. In case, a particular workman remains absent due to one reason or other, it would be the responsibility of the contractor to provide another workman in his place.
4. The contractor shall, on award of the contract furnish the list containing names and addresses of the workman sent to the Commissionerate for housekeeping services.
5. The services provided by the contractor shall be to the satisfaction of the Commissionerate.
6. The contract rates shall include cost for all essential and contingent works, which although not specially mentioned in this contract, are necessary for completion of the work to the satisfaction of the Commissionerate.
7. The contractor shall have no claim against the Commissionerate in respect of any work which may be withdrawn.
8. The contractor shall maintain an Attendance Register of personnel and this register of personnel shall be subject to check by the concerned officer of the Commissionerate.
9. The personnel will render services every day including Saturdays except on National holidays (i.e. 26th Jan, 15th Aug, 2nd Oct and any other holidays/public holidays (which are mandatory under labour laws)).
10. They will maintain cleanliness of toilets, lavatories, pantry, floors etc. and will attend to any unforeseen jobs as well as exigency of work. No extra payment of this shall be made. The rate of items of schedule of work includes the cost of this provision as well.
11. Materials, consumables, appliances and tools shall be provided by the contractor / agency and rates regarding consumable will be shown separately.

E. TERMS OF PAYMENT

1. The contractor will submit the monthly bill for reimbursement in duplicate enclosing therein following certificates, which shall be got duly certified by the officer-in-charge and the same shall be paid thereof after making recovery, if any.
 - a. The contractor shall make regular and full payment of labour charges, salaries and other payments as due, as per the labour laws and Minimum wages act, to its personnel deputed under service contract and furnish necessary proof in this regard as and when required.
 - b. Actual deployment of personnel & their attendance.
 - c. Proof of payments made to personnel deployed for previous month.
 - d. Proof of challan/receipt issued by Regional Provident Fund Commissioner (RPFC) etc. for the payment made towards applicable provident fund. ESI & EDLI for the previous month and proof of payment towards compliance of other statutory provision like Bonus for the previous month.
2. The Commissionerate shall release due amount after making recoveries, if any, through crossed account payee cheque in favour of contractor/ agency.

3. In case, the Commissionerate receives any complaint regarding non-payment of wages to the personnel deployed, the amount payable to these personnel will be recovered from your bill and paid to such personnel.

F. PENALTIES

1. Contractor will attract a penalty of an amount equal to one day's payment of one person, in case the person fails to carry out the house keeping services due to his absence or any other reason.

2. In the event of failure in maintaining the house keeping services on any day up to the desired standard, in part or full, the contractor is liable to penalty @ Rs.250 (Rupees two hundred fifty only) per day, which shall be recovered from the bills or otherwise. For the purpose of imposing penalty, the decision of the Commissionerate will be final and binding on the contractor and shall not be subject to dispute or arbitration.

3. Contractor would ensure that all its personnel deployed with the Commissionerate behave courteously and decently with the employees/officers of the Commissionerate.

G. CHARGES AND PAYMENTS

Bills chargeable to the Commissionerate shall be paid after every month of services rendered, if found in order. In case of any complaint of non-fulfillment of any obligation under the contract, the Commissionerate reserves the right to deduct the amount, due from the contractor from monthly bill(s).

We agree to the above terms and conditions

Signature with Date _____

Name of the Firm _____

Seal _____

Description of the Total Area of the Building for cleaning work purpose pertains to HQ building, Mrudul Tower building, and SVPI Airport, Ahmedabad.

Sr. No.	Description/Location of building	Area in Square feet	Remarks
1.	Custom House Office building	11,386 sq. feet	Office building consists of 3 floors, 7 toilets(ladis & Gents)
2.	Mrudul Tower office building	8488 sq. feet	Office building consists of 2 floors(5 th & 6 th), 3 toilets
3.	SVPI Airport, Ahmedabad	9041 sq. feet.	Airport area allotted to Customs.

The charges will be paid in case of any reduction/increase of floor area on proportionate basis.

ANNEXURE-III

TECHNICAL BID

Pre-qualification requirements for award of contract for Housekeeping (unskilled works)

01. Name of the organization / Firm
02. Name(s) of the Proprietors/Directors
03. Registered Address

04. Telephone No. Fax No.
05. Whether firm is registered & licence holder under Contract Labour (Regulation & Abolition) Act (attach relevant documents)

06. Registration No. of the Firm (Copy to be enclosed)
07. Permanent Account No. of the firm (PAN) (Copy to be enclosed)
08. Provident fund number allotted by Regional Provident Fund Office.
09. ESI Registration No.
11. Total staff/workers of the firm
12. Name(s) of Govt. Organization/ Prominent Private sector entity to whom similar services have been provided by the firm during last three years. (Attach relevant documents)

Signature with Date _____

Name of the Firm _____

Seal _____

ANNEXURE-IV

List of Consumables required on monthly basis for Customs, Ahmedabad

Sr. No.	Particulars.
01	Soap Oil
02	Phenyl
03	Floor Cleaner
04	Table cloth
05	Colin or Glass Cleaner
06	Duster Cloth
07	Soft Broom
08	Coconut Broom
09	Harpic
10	Mop Stick PINZA Mop
11	Air Freshener Odinol
12	Urinal Cakes
13	Naphthalene Balls
14	Garbage Bag medium,
15	Garbage Bag Small
16	Toilet Brush with stand
17	Squeezer
18	Scrub Pad
19	Buckets – 15 Ltrs.
21	Dust pan
22	Toilet brush with stand

ANNEXURE-V

**TENDER FORM
(Financial Bid)**

To
The Additional Commissioner(P&V)
Custom House, Navrangpura
Customs, Ahmedabad.

Sir,

1. Having examined the bidding documents and having submitted the technical bid for the same, we, the undersigned, hereby submit the Financial Bid for supply of services as per the invitation for this and in conformity with the said bidding document at the prices and rates mentioned in the enclosed offer.

The price quoted by us for the following area (Per square feet per day) is as under:-

Sr. No.	Description/Location of building	Area in Square feet	Remarks	Minimum No of persons proposed to be deployed
1.	Custom House Office building	11,386 sq. feet	Office building consists of 3 floors, 7 toilets(ladis & Gents)	
2.	Mrudul Tower office building	8488 sq. feet	Office building consists of 2 floors(5 th & 6 th), 7 toilets	
3.	SVPI Airport, Ahmedabad	9041 sq. feet.	Airport area allotted to Customs.	
4.	Staircase, urinal and toilets of Custom House building.			
5	Staircase, urinals and toilets of Mrudul Tower Building			
6.	Urinals and toilets at SVPI Airport			
Total Area		28915 sq feet		

<p>The rate quoted should be per square feet per day basis</p> <p>In figures.....</p> <p>In words.....</p> <p>Details of the taxes along with the rate applicable</p> <p>No extra Payment will be made other than the above mentioned amounts.</p>	
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Note: 1. Minimum wages to be based on orders issued by Government of India, Ministry of Labour and amended from time to time.

2. Bidders may their quote taking into account wage components such as Basic, DA, EPF, PF, ESI etc., Leave Salary, Uniform allowance, Service charges and applicable taxes. The above may be shown clearly in the financial bid.

2. We do hereby undertake that, in the event of acceptance of our bid, the supply of services shall be made as stipulated in the tender document and that we shall perform all the incidental services.

3. We agree to abide by our offer for a period of 90 days from the date fixed for opening of the bid documents and that we shall remain bound by a communication of acceptance within that time.

4. We have carefully read and understood the terms and conditions of bid document and its implications. We do hereby undertake to supply all the specified items of service.

5. Certify that the bidder is:

A sole proprietorship firm and the person signing the bid document is the sole proprietor/constituted attorney of sole proprietor/constituted attorney of sole proprietor.

OR

A partnership firm and the person signing the bid document is a partner of the firm and he has authority to refer to arbitration disputes concerning the business of the partnership by virtue of the partnership agreement/by virtue of general power of attorney.

OR

A Company and the person signing the bid document is the constituted attorney. (Note:- Delete whatever is not applicable. All corrections/deletions should invariably be duly attested by the person authorized to sign the bid document.)

6. We do hereby undertake that, until a formal notification of award, this bid, together with your written acceptance thereof shall constitute a binding order between us.

Yours faithfully

Signature and Name of the bidder

Dated:-

Name and address of the Firm _____

Seal _____